



TOWN OF UPTON, MASSACHUSETTS

Cable Advisory Committee

Meeting Minutes

Date: June 10, 2019

Location: Town Hall, Main Street

A: Call to Order

Having a quorum, the meeting was called to order at 4:05 pm

B: In Attendance

Committee Members:

- Dominic Coombe
- Marcia Kasilowski
- Steven Rakitin

Guests: Kelly McElreath, Assistant to the Town Manager, Town Clerk
Glenn Fowler, Cable Coordinator

C: Discussion

1. Review Agenda and Meeting Minutes

Agenda was reviewed.
Minutes of May 9 2019 were reviewed and approved.

2. General Discussion

License Renewal Process – Bill Hewig KP Law

First step – Create a survey. We reviewed examples from other towns and a proposal from Glenn. The focus is on documenting service issues and not providing information for Charter. Example survey questions are attached...

Update on Cable Assistant – Our student intern is no longer available. We need to move quickly to try to find a replacement. Can offer up to 19 hours at about \$15.50 per hour. Can post job at Coffee Bean, Country Sooper and Library. Need to ask Sandy re-post position.

Capital Plan – Discussed some items to include: monitor replacement every 4 years. Video server would need to be replaced in 5 years. Laptop replacements. Cameras, microphones are always needed. Need to add funding for staff. Possibly create a Video Studio at NRHS.

We could use Cable funds to add a large screen and projector for Main Hall for presentations. Long-term plan would be to address acoustic issue by requesting CPC funds in a few years.

Kelly needs to be trained on ClickShare – which is used to connect a laptop to LCD monitors in Little Town Hall.

D: Committee Actions and Action Items

Committee Actions:

1. It was moved and seconded to approve minutes of May 9 2019 meeting. Unanimous.

Action Items: Create survey questions

Create flyers for new position.

E: Future Meeting Dates

Next committee meeting is scheduled for July 8 at 2 pm.

F: Meeting Adjourned

Upon unanimous vote, the meeting was adjourned at 5:10 pm

Respectfully submitted

Steven R. Rakitin
Clerk

Proposed Charter Survey Questions

1. Are you currently a subscriber to any of the following Charter Spectrum services?

- ☐ Cable TV
- ☐ Internet Access
- ☐ Phone

2. Are you aware of the Local Access Channels (channels x,y,z) provided by Charter with local programming provided by Upton Cable TV staff?

☐ Yes ☐ No

3. Do you watch programming on Local Access Channels on a regular basis?

☐ Yes ☐ No

If no, why not?

☐ Not interested in programs ☐ Poor picture quality

☐ Only watch what I can get on my phone or tablet

☐ Other: _____

4. Are you aware that town meetings, such as Board of Selectmen's meetings and school committee meetings are viewable on the Town's You Tube Channel?

☐ Yes ☐ No

5. If you subscribe to Charter Cable TV, have you experienced problems with:

- ☐ Picture quality on cable TV channels
- ☐ Picture quality on Local Access channels
- ☐ Charter technical support
- ☐ Chronic outages, cable wiring issues, equipment issues
- ☐ Intermittent issues

6. If you have called Charter for service, how would you rate the service provided?

☐ Excellent ☐ Good ☐ Fair ☐ Poor ☐ Unacceptable

7. If you are or have had cable quality issues, could you provide evidence in the form of photos that we can use?